

The UPS Store is here to provide a seamless guest experience when shipping and receiving packages at the Hilton Austin. All inbound and outbound packages to and from the hotel are managed by The UPS Store.



Package Fees (Receiving & Sending)

Carrier Envelopes _____	\$4.00
Padded Pack _____	\$5.00
2-10 Pounds _____	\$7.00
11-20 Pounds _____	\$15.00
21-40 Pounds _____	\$25.00
41-60 Pounds _____	\$50.00
61-100 Pounds _____	\$80.00
100 + Pounds _____	\$120.00
Pallets _____	\$275.00

Inbound Receiving Fee includes signing for your package, entering into our electronic inventory system, securely storing, notifying your room, and delivering packages anywhere on property or making available for pickup at the lobby level The UPS Store.

Outbound Shipping Fee includes addressing, labeling, taping, forwarding packages to the Loading Dock, stacking and wrapping pallets, coordinating with the carrier and logging and forwarding tracking numbers to the shipper. Any shipping charges are additional.

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:



Client / Guest Name
Arrival Date / Cell Number
Conference Name
Number of packages in the shipment: (i.e. 4 of 6)
Hilton Austin – The UPS Store
500 East 4th Street
Austin, TX 78701

Receiving Inbound Shipping

To eliminate any package delays please utilize the addressing instructions above. All packages received by The UPS Store require a signature release before leaving The UPS Store custody. Release signatures are captured at the time of package pickup at The UPS Store, or during delivery to the recipient.

Use only the individual guest name that will be on site to sign for the package(s). Please **DO NOT** address your packages to a hotel employee or Event Manager as this could cause the package to be delayed.

To ensure proper delivery time for your event, please schedule your package to be delivered to the hotel one or more days prior to the start of your event. Packages scheduled to be delivered on the day of your event may cause a delivery delay.

Outbound Packages & Shipping

The UPS Store can generate UPS shipping labels for your outbound shipping that can be paid for directly at The UPS Store either by credit card or charged to your room. If you would like to use a pre-paid label or carrier bill, we can accommodate that as well. Please affix a completed carrier air bill to each package to expedite the process for out-bound shipments. Boxes, carrier envelopes, and shipping supplies are available at The UPS Store. Pickup of out-bound shipments by any carrier other than UPS or FedEx must be coordinated with The UPS Store. **The fee for these services is based upon weight of the package and applies to both inbound and outbound packages, and the fee is in addition to carrier shipping rates.**

Terms and Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. **OBTAIN INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING.** Neither the Hotel, The UPS Store, nor the employees, agents, or contractors of either firm will be liable for any damages whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or The UPS Store may establish from time to time for receiving and delivering of packages.

The UPS Store 
Print & Business Services
Inside the Hilton Austin



Conference Printing

The UPS Store provides full service printing solutions for your conference. Save money on shipping and receiving fees, and just have all your print materials waiting for you when you arrive! [See our complete Printing catalog.](#)

We print items such as :

- Banners and banner stands
- Mounted signs
- Elevator/escalator clings
- Catalogs, brochures, fliers, and more

10% OFF PRINTING

Orders placed two weeks prior to arrival date.

Does not count toward on site orders.



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The UPS Store 
Print & Business Services